

Welcome to the PSA

The Henry County Public Service Authority is pleased to have you as a customer. With more than 800 miles of utility lines, we are one of the largest water and sewer authorities in Virginia.

The PSA's administrative and business offices are located in the Henry County Administration Building on Kings Mountain Road. The mailing address is Post Office Box 69, Collinsville, VA 24078. Business hours are 8 a.m. to 5 p.m., Monday through Friday. The main telephone number is 634-2500. The General Manager's telephone number is 634-4601.

Information about project status, line locations, and maintenance and line repair requests should be directed to the PSA's construction and maintenance office at 2285 Fairy Stone Park Highway, Bassett, VA. Business hours are 7 a.m.-3:30 p.m., Monday through Friday. The number is 634-2550.

For emergencies on holidays, weekends and after regular hours, please call 638-8751.

User Charges

There are three customer billing categories – residential, non-residential and institutional. Residential includes all residences and churches. Non-residential includes all businesses, including industries. Institutional includes all public-use facilities.

For most residential customers, the base monthly charge is \$30 a month for water and \$30 a month for sewer, based on using no more than 4,000 gallons. A fee of \$4.70 is charged for each additional 1,000 gallons.

For non-residential customers, the base rate is \$45 a month for water and \$45 a month for sewer, based on using no more than 4,000 gallons. A fee of \$7 is charged for each additional 1,000 gallons.

For institutional customers, the base rate is \$68.50 a month for water and \$68.50 a month for sewer, based on using no more than 6,000 gallons. A fee of \$8.10 is charged for each additional 1,000 gallons.

Sewer charges are assessed based on water consumption.

Payments are due in the business office on the 20th of each month, unless that date falls on a weekend. In those instances, payment is due by the following business day. A late payment fee of 10 percent of the total past due amount is required for delinquent payments.

Payments may be made by mail, in person, through our Electronic Fund Transfer debit of your bank account, online, through a toll-free telephone number, or at certain local bank branches. If a check is returned for non-payment, a \$25 fee will be added to the account. A drop box is available for payments at the entrance to the Administration Building; a payment placed in it is considered a next-business-day payment. **If you choose to pay at a bank branch, you must do so at least three business days before your due date** for the payment to reach our office.

Customers who pay online can go to www.henrycountyva.gov and click on the payment link on the home page or on the PSA page and follow the

instructions. Our Business Office employees can help customers make online payments at the PSA offices.

Customers who want to make payments by telephone can call toll-free (877) 318-5909 and complete the process.

Online and telephone transactions are limited to \$300 each, but a customer can make as many transactions as needed. A convenience fee of \$2.95 per transaction will be charged for each online and telephone payment. Payments made online or by toll-free telephone prior to 8 p.m. are credited on the next business day. Payments after 8 p.m. will be credited on the second business day.

Our customers who are permanently disabled are eligible for a **Disabled Customer Discount** for their primary residences. Application for the discount must be made in person in the PSA office. For more information call 634-2510.

Partial year residents should contact the PSA Customer Service office for policies specific to you.

Connection Policy

Most customers whose structures will be connected by service lines must pay a **connection and facility fee**. This fee is based on the size of the meter. Please contact the PSA business office at 634-2510 for specific information on this charge, since it varies according to size.

New customers must pay a **new account fee** of \$25. This covers the inspection of the line and setting up the account. The line inspection ensures that your service line from your structure to the water meter or sewer clean-out is installed

in accordance with the Virginia Uniform Building Code. The PSA must inspect the service line before it is buried – please call the PSA business office at 634-2510.

Disconnection Policy

Service may be discontinued on accounts more than 30 days past due. Service will be restored following **cash, money order, certified check or credit card** payment of the entire account balance and a \$20 reconnection fee. That reconnection fee will increase by \$10 for each subsequent reconnection in any 12-month period, up to a maximum amount of \$50.

The PSA requires a deposit from all new customers and all rental customers. For residential customers, the deposit is \$90 for water service and \$90 for sewer service, or \$180 for both. Non-residential and institutional customers should contact the PSA business office for details on their accounts.

The deposit for property owners may be waived only with a letter from another metered utility provider that details a clean payment history to that utility for the previous 12 months.

Customers who do not have a deposit on their account and get their service disconnected will be required to pay the normal deposit rate, in addition to their current account balance, before getting their service reconnected.

Customers will be reconnected as soon as possible, but not necessarily the same day they pay their bill. Customers can pay an additional \$50 fee to ensure same-day service reconnection.

Our Responsibility

For water service, the PSA is responsible for maintenance of the main line. The customer is responsible for the service line that runs from the house to 12 inches from the water meter. Tampering with a meter is a crime and offenders will be prosecuted.

No landscaping, plants or animals should interfere with the PSA's ability to access the meter or any other items as necessary. Vehicles should not be parked in a way to inhibit access to the meters.

Customers who discover and repair underground leaks and/or unusual leaks at their homes may be eligible for an adjustment of their bill. No credit will be given without a receipt for repair parts or a bill from a plumber or contractor.

For sewer service, the customer is responsible for maintaining the service line from the clean-out to the home and for ensuring that the clean-out is free of debris and capped at all times.

The PSA occasionally must disturb the property owner's land in order to install or work on lines. We respect the value of privately-owned property and endeavor to work with a minimum of damage. We will work diligently to restore any damaged property to a condition as close as possible to its state before construction.

The PSA also will monitor our contractors to ensure that they follow our regulations on restoration.

The PSA operates in a nondiscriminatory basis with regards to race, color, national origin, religion, sex, familial status, age or handicap. Complaints of discrimination may be sent to the U.S. Secretary of Agriculture, Washington, D.C. 20250.



P.O. Box 69
Collinsville, VA 24078

Offices on second floor, County
Administration Bldg.,
3300 Kings Mountain Road

(276) 634-2500 office
(276) 634-2558 fax

www.henrycountyva.gov

psacustomerservice@co.henry.va.us